

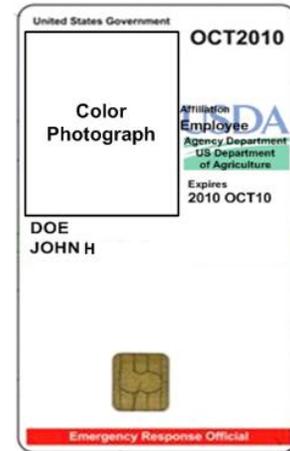


HSPD-12 NEWSFLASH

SUBJECT: USDA HSPD-12 HELP DESK RESOURCES

Last fall USDA began the process of implementing a new common ID and issuance process to USDA employees in accordance with Homeland Security Presidential Directive 12 (HSPD-12). HSPD-12 seeks to eliminate wide variations in the quality and security of forms of identification issued to government employees and contractors. As such, USDA along with many other Federal Agencies began participating in GSA's shared service solution for ID issuance and production, called USAccess. USDA's common ID, called the LincPass, is designed to link a person's identity to an identification card and the card to a person's ability to access Federal buildings and computer systems.

In order to support the rollout of the new LincPass, USDA has set up the **USDA HSPD-12 Help Desk**. This resource is available to all USDA LincPass holders and Applicants as well as HSPD-12 Role Holders and is designed to answer questions related to the LincPass issuance process and where to turn if there are problems with a cardholder's LincPass.



***New USDA LincPass
(Example)***

USDA HSPD-12 Help Desk

Phone Number: Toll Free: 888-212-9309, Local: 703-245-7888

Email Address: HSPD12@ftc.usda.gov

Availability: Monday thru Friday (except Federal holidays/closures) from 8:30 AM – 4:30 PM (EST).

